

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 30 SEPTEMBER 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

66 IDHS CHD Total Tickets Logged

27 AFDI Tickets Logged
 9 Broadsword Tickets Logged
 6 CSE-SS Tickets Logged
 24 ISSE Tickets Logged

32 IDHS CHD Tickets Brought Forward

11 AFDI Tickets Brought Forward
 1 Broadsword Tickets Brought Forward
 3 CSE-SS Tickets Brought Forward
 17 ISSE Tickets Brought Forward

98 IDHS CHD Tickets In The System

38 AFDI Tickets In The System
 10 Broadsword Tickets In The System
 9 CSE-SS Tickets In The System
 30 ISSE Tickets In The System

73 IDHS CHD Tickets Completed

26 AFDI Tickets Completed
 9 Broadsword Tickets Completed
 8 CSE-SS Tickets Completed
 30 ISSE Tickets Completed

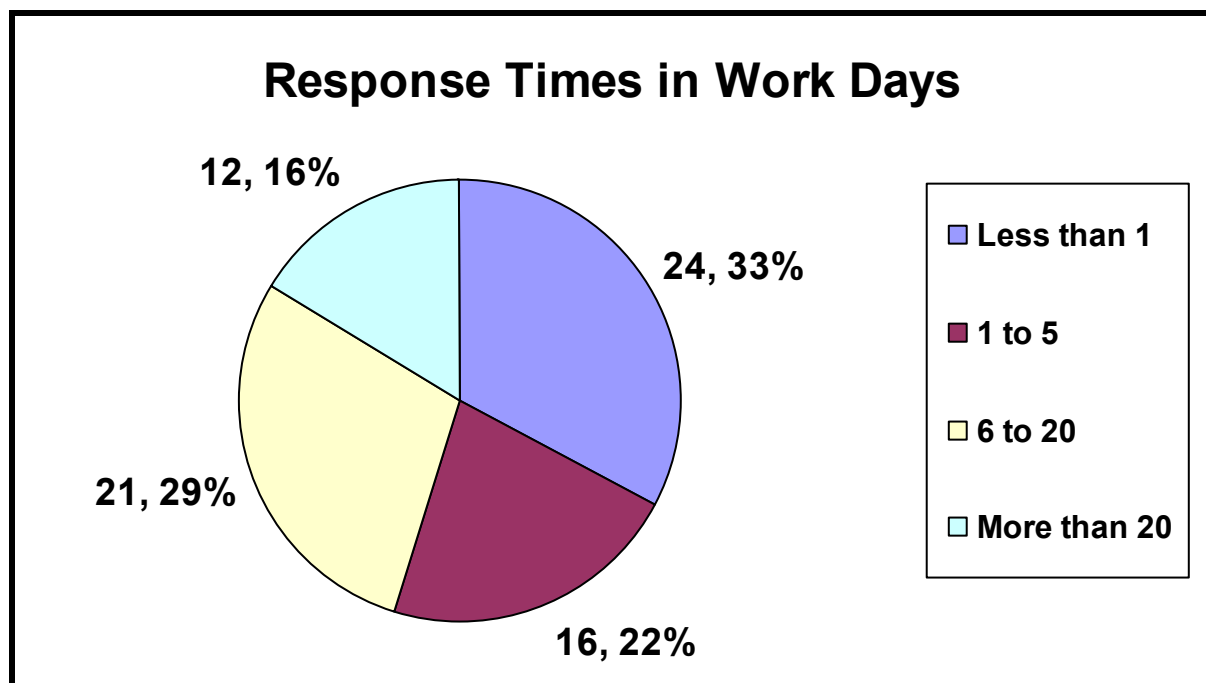
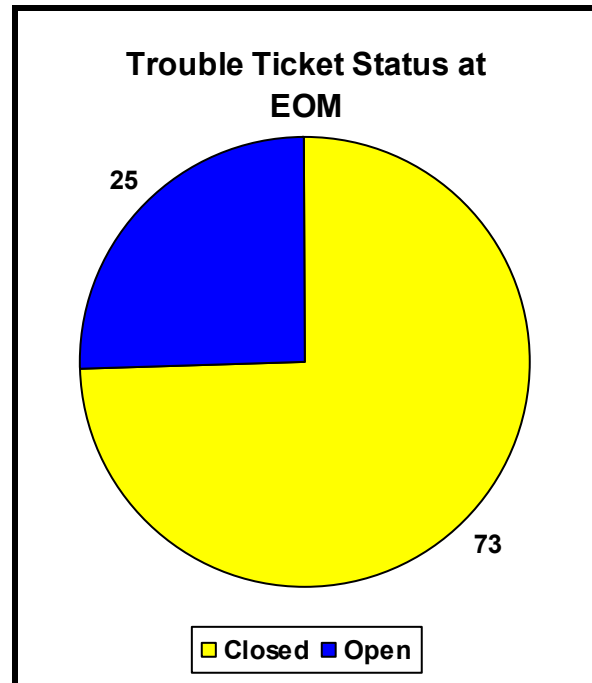
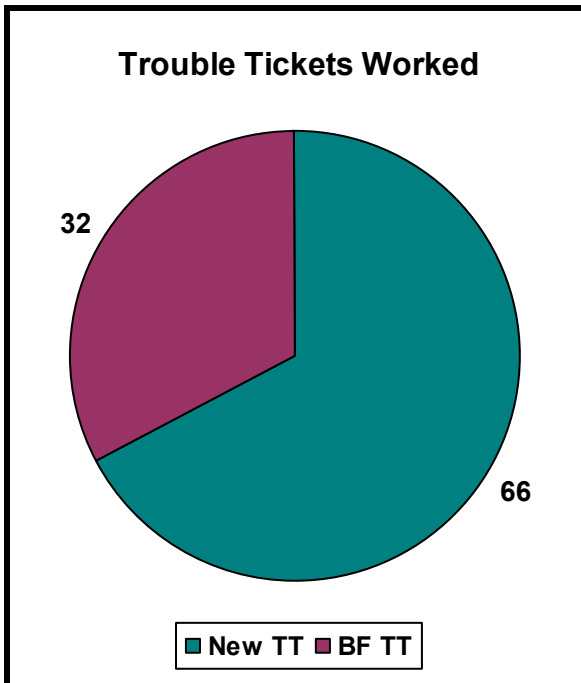
25 IDHS CHD Open / Brought Forward To Next Period

12 AFDI Tickets Open / Brought Forward To Next Period
 1 Broadsword Tickets Open / Brought Forward To Next Period
 1 CSE-SS Tickets Open / Brought Forward To Next Period
 x ISSE Tickets Open / Brought Forward To Next Period

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>Overall (Total)</i>	24	16	21	12
<i>AFDI</i>	12	6	4	4
<i>BSWD</i>	4	5	0	0
<i>CSE</i>	1	0	4	3
<i>ISSE</i>	7	5	13	5

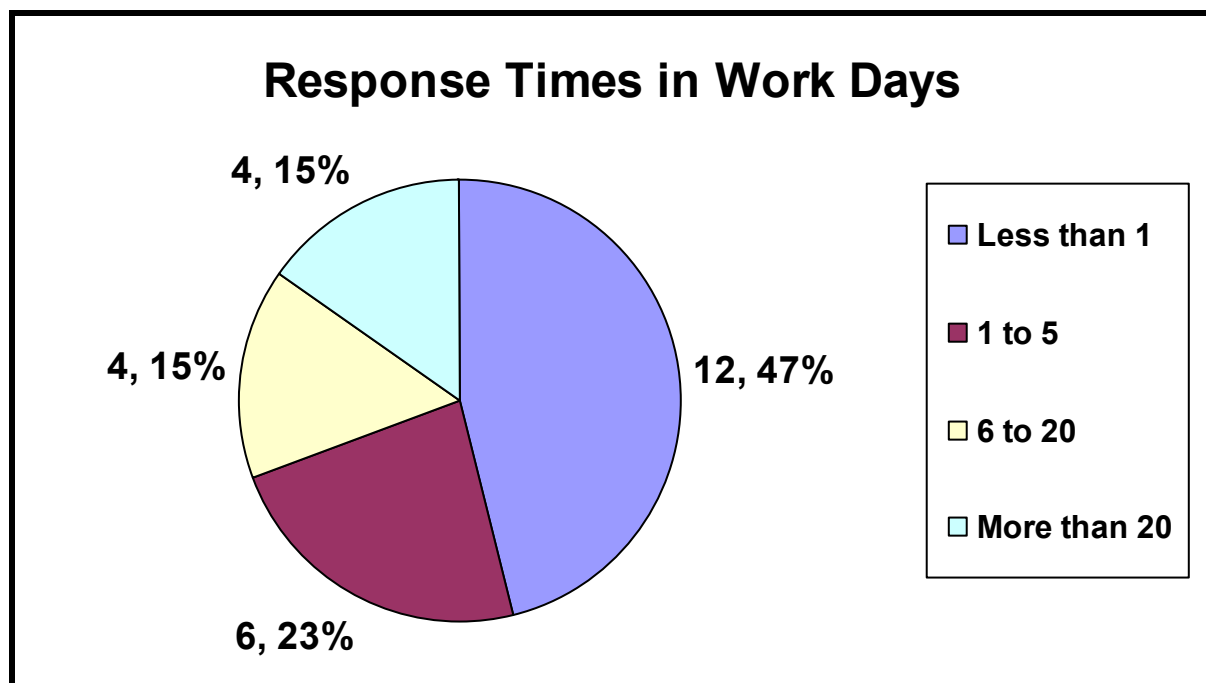
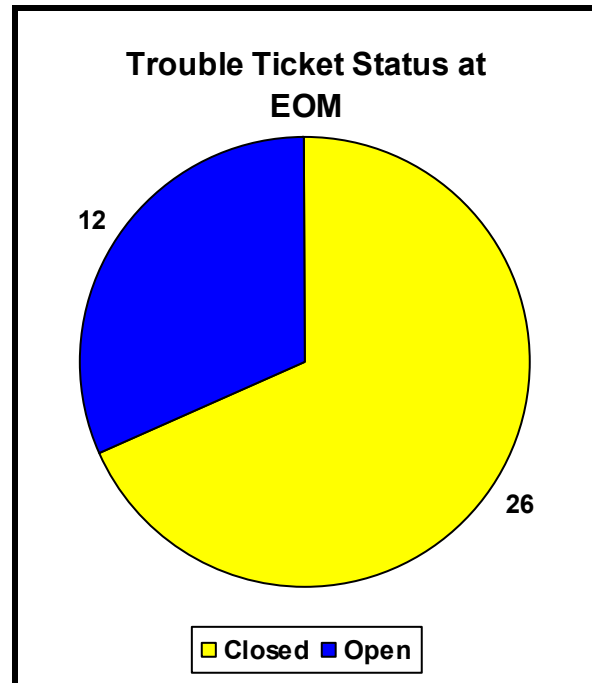
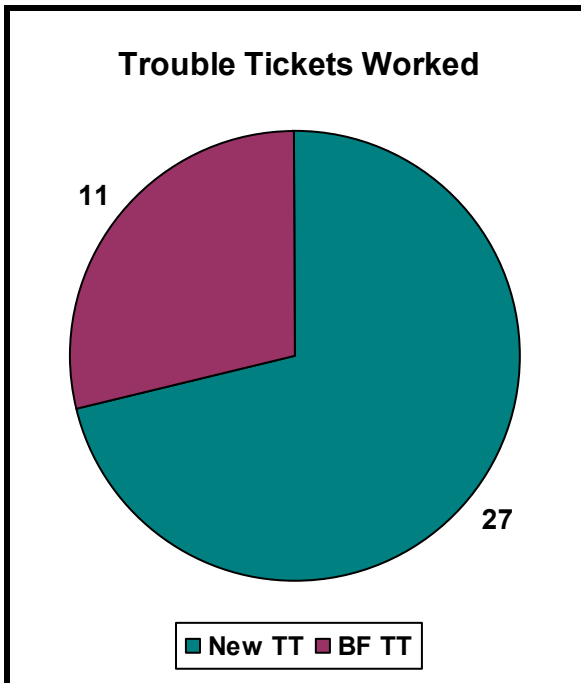
IDHS CHD OVERALL

66 Total Tickets Logged
32 Tickets Brought Forward
98 Tickets In The System
73 Tickets Completed
25 Tickets Open / Brought Forward To Next Period



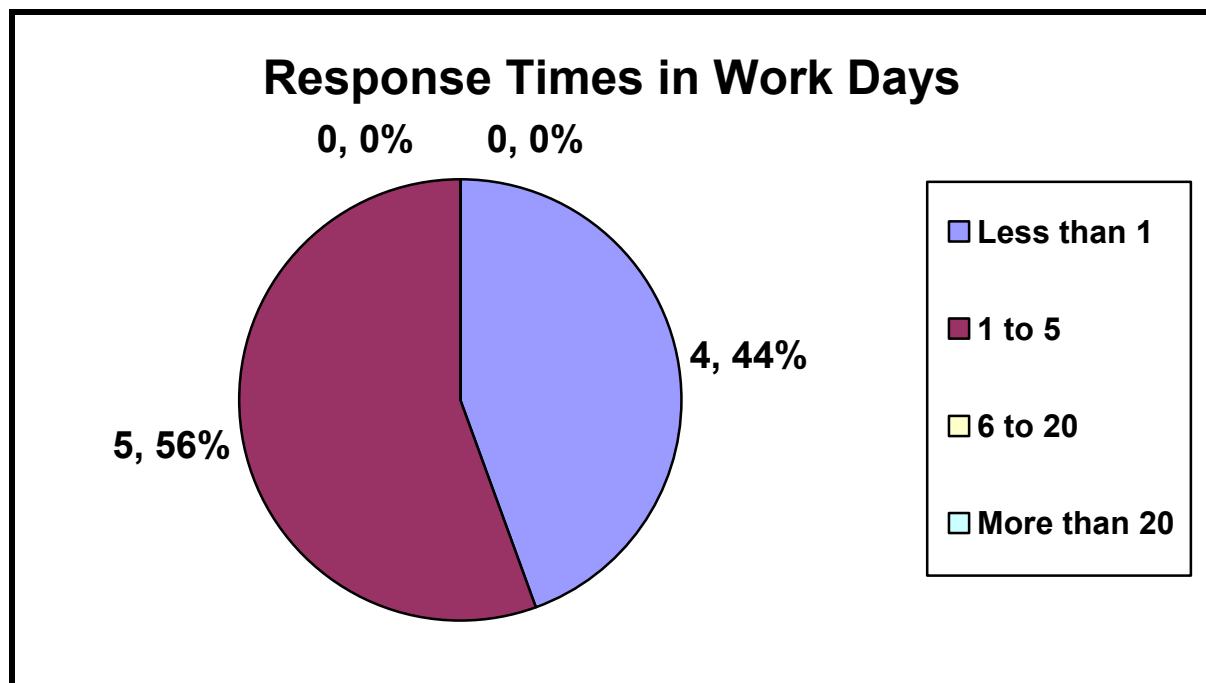
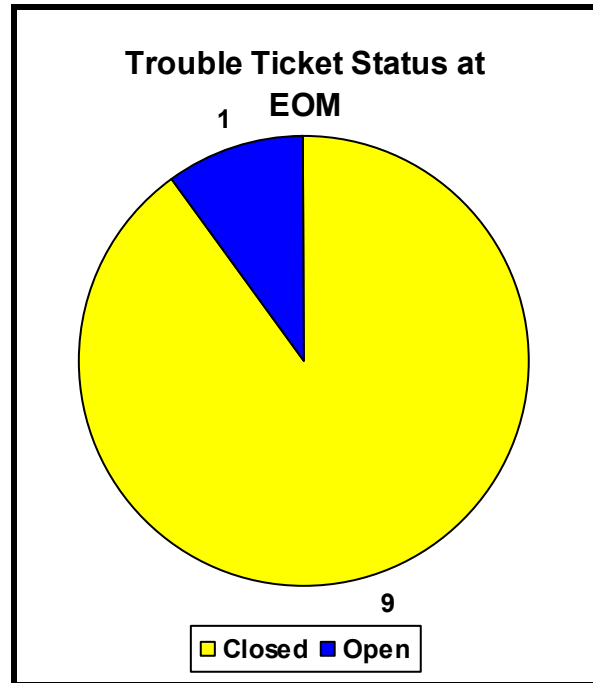
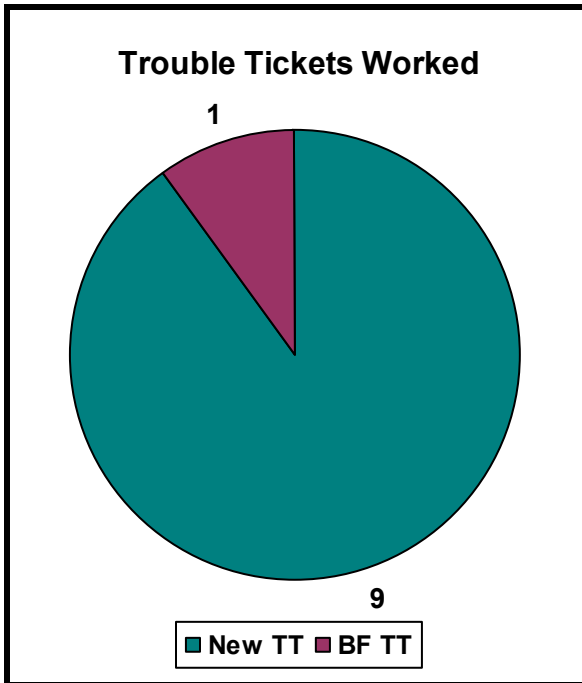
AFDI

27	Total Tickets Logged
11	Tickets Brought Forward
38	Tickets In The System
26	Tickets Completed
12	Tickets Open / Brought Forward To Next Period



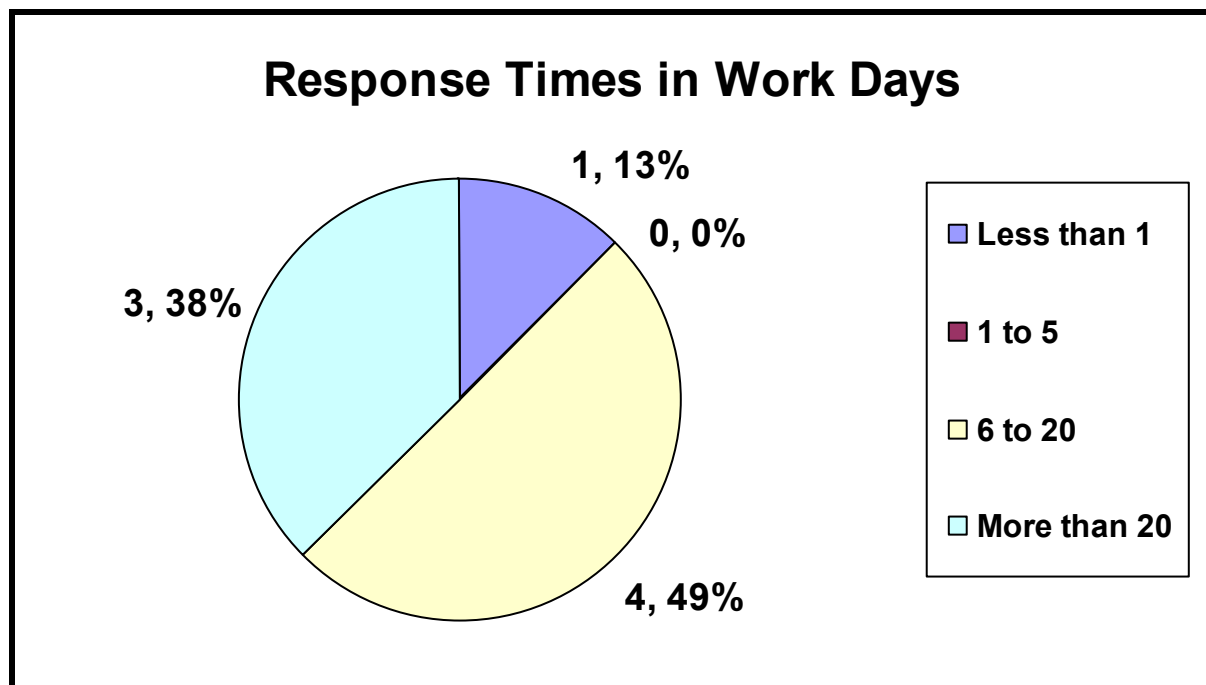
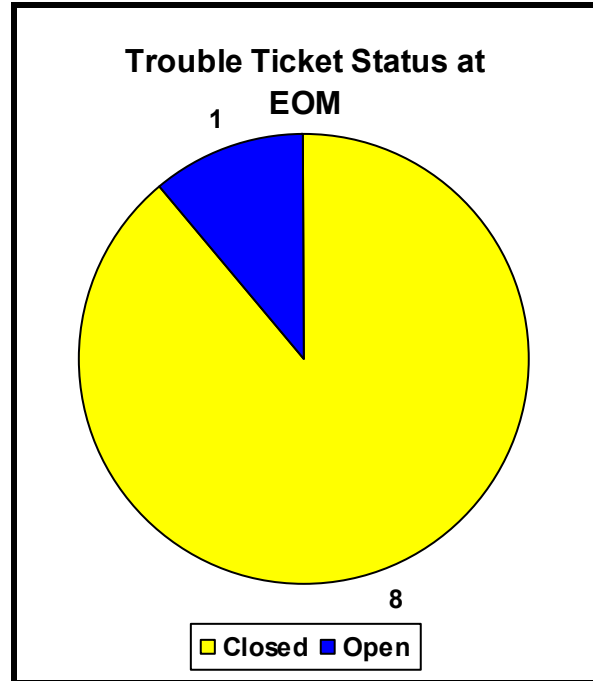
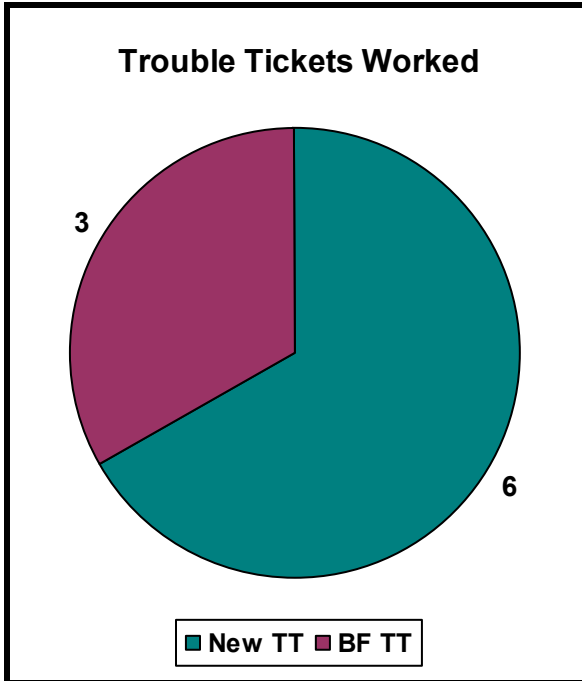
BROADSWORD

9 Total Tickets Logged
1 Tickets Brought Forward
10 Tickets In The System
9 Tickets Completed
1 Tickets Open / Brought Forward To Next Period



CSE-SS

6	Total Tickets Logged
3	Tickets Brought Forward
9	Tickets In The System
8	Tickets Completed
1	Tickets Open / Brought Forward To Next Period



ISSE

24	Total Tickets Logged
17	Tickets Brought Forward
41	Tickets In The System
30	Tickets Completed
11	Tickets Open / Brought Forward To Next Period

